



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:

Robert E. Wollan et al.

Serial No:

10/811,439

Filed: Title:

March 26, 2004

ENHANCING INSIGHT-DRIVEN

CUSTOMER INTERACTIONS

Group Art Unit: 3623

Examiner: Unknown

Docket No: 60021-378601/US

Commissioner for Patents P.O. Box 1450

Alexandria, VA 22313-1450

I CERTIFY THAT THIS PAPER IS BEING DEPOSITED WITH THE U.S. POSTAL SERVICE AS FIRST CLASS MAIL WITH SUFFICIENT POSTAGE AND IS ADDRESSED TO THE FOR PATENTS. P.O. BOX 22313-1450, ON 9/23/2005. (37 CFR 1.84)

INFORMATION DISCLOSURE STATEMENT

Sir:

Pursuant to 37 C.F.R. § 1.56. § 1.97 and § 1.98. Applicant brings the references listed on the attached Form PTO-1449 to the examiner's attention, 37 C.F.R. § 1.56. These references may be material to examination of the above-identified application. Please do not construe the filing of this information disclosure statement as a representation that applicant has made a search (37 C.F.R. § 1.97(g)), or as an admission that the information cited is, or is considered to be, material to patentability, or that no other material information exists.

This Information Disclosure Statement is being submitted:

\boxtimes	1. Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or within three months of the date of entry
	of the national stage as set forth in 37 CFR 1.491 in an international application; or
	before the mailing date of a first office action on the merits, or before the mailing of a
	first office action after filing of a request for continued examination under 37 CFR 1.114,
	and therefore, Applicant believes no fee is required;

П 2. After the period specified in paragraph (1) hereinabove of this section, but is being filed before the mailing date of either a final action under 37 CFR 1.113, or a notice of

	appli	cation	, and is	nd is accompanied by one of the following:		
		(a)	A state	ement that either:		
			(i)	Each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement;		
			OR	•		
			(ii)	No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the statement after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement;		
		OŘ				
		(b)		te of \$180 for filing of an Information Disclosure Statement as set forth C.F.R. $1.17(p)$.		
				specified in paragraph (2) of this section, but is filed on or before ue fee and is accompanied by both:		
		(a)	A stat	ement that either:		
			(i)	Each item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement;		
			OR			
			(ii)	No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the statement after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement;		
		(b)		ee of \$180.00 for filing of an Information Disclosure Statement as set in 37 CFR 1.17(p).		
Applio	ant v	vould	apprec	iate the Examiner initialing and signing a copy of Form PTO-		
1449, transmi	tted h	erewi	th, ind	icating that the information has been considered and made of		

record herein.

allowance under 37 CFR 1.311, or an action that otherwise closes prosecution in the

In the unlikely event that the transmittal letter is separated from this document and the Patent Office determines that an extension and/or other relief is required, Applicant petitions for any required relief including extensions of time and authorizes the Commissioner to charge the cost of such petitions and/or other fees due in connection with the filing of this document to Deposit Account No. 50-1901 referencing order number 60021-378601.

Respectfully submitted,

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PTO/SB/08A (10-01)

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SUBSTITUT	TE FOR	FORM 1449A/PTO		ATTY. DOCKET NO. 60021-378601/US	SERIAL NO 10/811,439	
	INFO	RMATION DISCLOS	SURE	APPLICANT		
	STAT	EMENT BY APPLIC	CANT	Robert E. Wollan et al.		
	(U	se several sheets if necessa	ry)	FILING DATE	GROUP	
heet 1 of 1				March 26, 2004	N/A	
			U.S. PATE	NT DOCUMENTS	'	
Examiner Initials	Cite No.	Document Number- Country Code-Number Kind Code	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines Whe Relevant Passages or Relev Figures Appear	
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